

# Montgomery County Government



## EMPLOYEE EMERGENCY HANDBOOK

“We pursue the common good by working for and with Montgomery County’s diverse community members to provide A Responsive and Accountable County Government, Affordable Housing in an Inclusive Community, An Effective and Efficient Transportation Network, Children Prepared to Live and Learn, Healthy and Sustainable Communities, Safe Streets and Secure Neighborhoods, A Strong and Vibrant Economy, [and] Vital Living for All of Our Residents.”

-- Montgomery County Mission Statement

**A special thanks to the following organizations for their contributions to the development of the Montgomery County Employee Emergency Handbook and training program:**

Montgomery County Department of Health and Human Services

Montgomery County Office of Human Resources

Montgomery County Fire & Rescue Service

Montgomery County Department of General Services

Montgomery County Department of Police



OFFICE OF THE COUNTY EXECUTIVE  
ROCKVILLE, MARYLAND 20850

Isiah Leggett  
*County Executive*

## Message from the Offices of the County Executive

To All Montgomery County Employees:

Montgomery County is committed to providing emergency preparedness guidance and training to all government employees. Every member of the Montgomery County workforce has a role in an emergency situation. Employees must assume responsibility for their own planning and safety in an emergency, as well as work effectively with emergency planning officials.

This "Montgomery County Government Employee Emergency Handbook" provides information related to various types of emergencies that may occur either while employees are at work or home. All employees should be prepared and should be well versed in emergency procedures, as well as to facilitate the execution of actions during an actual emergency.

To ensure the effective and efficient execution of these procedures during an actual emergency, various types of drills should be conducted by agencies or departments throughout the year. Employees should practice their emergency response and assess their own emergency preparedness before an emergency actually strikes. This is a fundamental component of Montgomery County Government Employee Emergency Preparedness. Only through the full comprehension and practice of these emergency procedures will the maximum number of people and amount of property be protected. Employee personal safety is always paramount.

Please take some time to review this Handbook and assess your own level of personal preparedness. I am confident that with these actions, Montgomery County Government can be one of the most prepared governments in the state.

Sincerely,

Isiah Leggett  
County Executive

# TABLE OF CONTENTS

Employee's Role in Responding to Emergencies	.....3
Emergency Leave Policies	.....4
Emergency Procedures	.....5-12
Inclement Weather	.....6
Electrical Power Outage	.....6
Earthquake	.....7
Bomb Threats	.....8
Suspicious Mail / Packages	.....8
Hazardous Materials Incident	.....10
Fire / Smoke	.....11
Medical Emergency	.....11
Flood Emergency	.....12
Workplace Violence	.....12
Shelter-In-Place Procedures	.....13
Employees with Functional Needs	.....14
Emergency Numbers and Information Contacts	.....15
Communication Tools	.....16
Helpful Websites	.....17
<b>Appendix A</b>	.....19
Bomb Threat Phone Call Checklist	
<b>Appendix B</b>	
How to Identify Suspicious Packages	.....20
<b>Appendix C</b>	
Guide to Your Personal Workplace Emergency Kit	.....21 - 23

# Employees' Roles in Responding to Emergencies

The intention of this handbook is to prepare all Montgomery County employees for various types of emergencies with which you might be faced. This preparation will help improve your safety, as well as that of your colleagues. If employees require assistance for personal emergency planning, you should discuss this with your coworkers, supervisors and/or security staff in the building so that if necessary, staff may strategize their response plans with someone in management. Knowing what to do in case of each type of emergency is extremely important; however, there are several constant concepts to keep in mind:

- If an emergency strikes while you are at your work site, you are to take whatever actions necessary to protect yourself. In emergency situations, call 911. Check in with your supervisor or other designated person at your worksite. If you are injured or otherwise unable to contact your family, every effort should be made to contact your family using the Emergency Contact Information you have provided the Department.
- If an emergency strikes while you are not at your usual place of work (e.g., you are doing field work, working in another office), call 911 and notify your supervisor, or someone else at your work site, as soon as possible.

## ▪ NOTIFICATION:

- Be prepared with a battery-operated radio; listen to radio stations for emergency broadcasts and instructions:
  - **WMAL 0630 AM**
  - **WTOP 1500 AM & 103.5 FM**
  - **WWRC 1260**
  - **WKYS 93.9**
- Prior to an emergency, sign up for:
  - A. **Alert Montgomery** to receive important emergency alerts, notifications and updates to all of your devices, including your cell phone, e-mail, text pager, wireless PDA, and XM Radio Channel 214. This alert system is available to all Montgomery County residents, employees, and interested parties. You can sign up for Alert Montgomery at <https://alert.montgomerycountymd.gov/index.php?CCheck=1>.
  - B. The **Montgomery County Emergency Network (MCEN)** to receive important emergency and priority information through e-mail, phone and text message. This system differs from Alert Montgomery in that it is only available to Montgomery County Employees and enables groups and departments to send specific information to its members. While your work e-mail address is already in the system, you can sign up and add personal and/or family devices to MCEN at <https://mcen.montgomerycountymd.gov/index.php?CCheck=1>.

# Emergency Leave Policies

In the event of an emergency, employees should listen to local radio and television news stations to determine the status of the County offices. In some cases, only those individuals designated as essential employees will be required to report to work. The type of leave announced will dictate whether or not you must report to work.

## Essential Employees

- ❖ Essential employees are those employees required to report to work during an emergency, unless they are prevented from doing so by severe weather or other emergency.
- ❖ Department directors should ensure that employees that are designated as essential are informed of this; however, directors may designate a non-essential employee as essential during a particular emergency if needed to perform critical work.

## **MODIFIED LIBERAL LEAVE** (MCPR 2001 SECTION 15-6)

- During a modified liberal leave period, minimum staffing must be maintained; however, department directors will try to permit as many employees as possible to be on leave. An employee who wants to use leave must request and obtain approval.

## **LIBERAL LEAVE** (MCPR 2001 SECTION 15-6)

- An announcement of Liberal Leave permits employees to use leave when reporting late, leaving work early or electing to remain at home. Notification of the use of Liberal Leave, which can be done through voice mail, must be made to the supervisor.

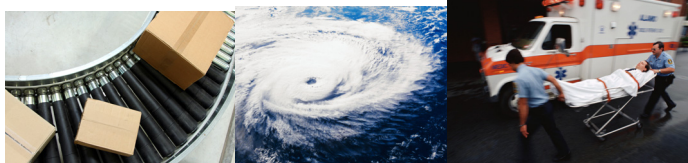
## **GENERAL EMERGENCY** (MCPR 2001 SECTION 15-6)

- Announcement of a General Emergency requires all employees previously designated as essential to report to work as scheduled. Non-essential employees are placed on administrative leave for the period of their work schedule covered by the Emergency.
  - **Definition: General Emergency** – “A period declared by the County Executive or Chief Administrative Officer (CAO) during which government offices are closed and public services are temporarily limited or not available because of severe weather or other extraordinary conditions.” (MCPR 2001 Section 1-28)

# Emergency Procedures

The following pages describe emergency procedures for certain potential emergency situations. These procedures are intended as a general guideline and are in no way intended to contradict first responder instructions. Additionally, although the following list of emergencies represents the most common types that may be faced, possible emergencies are not limited to those listed. **In all cases, call 911 if you need immediate emergency assistance.**

Please make yourself familiar with these procedures so that when an actual emergency arises, you are ready to take action. As stated earlier, the first priority in an emergency should always be to maintain life and safety.



INCLEMENT WEATHER

EARTHQUAKE

ELECTRICAL POWER OUTAGE

BOMB THREATS

SUSPICIOUS MAIL/PACKAGES

HAZARDOUS MATERIALS INCIDENT

FIRE/SMOKE

FLOOD EMERGENCY

WORKPLACE VIOLENCE

MEDICAL EMERGENCY



# INCLEMENT WEATHER

## **IN THE EVENT OF INCLEMENT WEATHER CONDITIONS:**

- Employees will be notified of the opening or closing of offices through public service announcements on local radio and television stations as well as the Alert Montgomery system.
- Employees should prepare themselves with the necessary equipment to be able to receive and read those emergency messages; for example, vision-impaired employees may need a special program on their cellular telephones that “reads” text messages aloud to the user. Employees should have a battery-operated radio available.
- If inclement weather conditions arise during the course of normal business hours, and a General Emergency or Liberal Leave period is designated, employees will be notified through department channels or county communication.

### **WATCH VS. WARNING**

- ❖ It is important to understand the differences between weather watches and warnings. A watch usually indicates a hazardous weather event is **possible**. A warning usually indicates the event is **likely or imminent**.

## **ELECTRICAL POWER OUTAGE**

- **REMAIN CALM.** Most of the time, building power will be restored automatically within seconds. If it is safe to do so, turn off equipment.
- Employees with any need for medical devices should be sure to keep a back-up battery on hand.
- Special telephones for special needs, including access to TTYs, should be backed up.
- Account for all people in your immediate area or span of responsibility.
- **Report** the electrical outage to Operations and Maintenance at 240-777-5399 with the following information: (Phones in the immediate outage area may not function; keep cellular telephones charged and accessible wherever possible.)
  - **Where are you (building name, which floor, what room)?**
  - **Where is the outage?**
  - **What known hazards exist to first responders?**

- Await further instructions from supervisor.

Once power is restored, check all equipment for proper function and reset if necessary and if it is within your training to do so. Request the assistance of an individual trained in the use of any equipment with which you are not familiar.

# EARTHQUAKE

Although earthquakes are not common in Montgomery County, they can and do occur. During an earthquake it is important to remain calm and to take cover from falling debris and moving objects. It is critical in preventing injury or death to resist the urge to move to other parts of the building or outside during an earthquake. Most earthquake-related deaths and injuries occur when people are attempting to move or leave a facility during the quake.

## **During an Earthquake**

- **DROP** to the ground and take **COVER** by getting under a sturdy table or other piece of furniture and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside.
- If outside, stay there and move away from buildings, streetlights, and utility wires.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.
- DO NOT attempt to go outside until the shaking has stopped.
- DO NOT attempt to turn light switches on and off.
- DO NOT light a match.

## **After an Earthquake**

- Only evacuate the building if it becomes hazardous or when told to do so by rescue personnel (follow the evacuation plan on page 12).
- Be aware of aftershocks, they are usually not as strong but can cause more damage to weakened structures and may continue for days, months or even years after the initial quake.
- **If you smell gas or suspect a gas leak:** evacuate the building immediately and go to a location where you no longer smell gas. Report the leak by calling 911 (If Fire/Rescue are not already on the scene).
- **If there is electrical damage:** evacuate the building immediately. Report the electrical hazard by calling 911.

**Note: 911 should ONLY be used for life-threatening emergencies NOT for information purposes.**

# RESPONDING TO BOMB THREATS

## A TELEPHONE THREAT

- Get a co-worker, if possible, to listen with you.
- Remain calm and courteous.
- Keep the caller on the line for as long as possible.

See **Appendix A for Bomb Threat Worksheet.**

- Attempt to record every word spoken by the caller, paying extra attention to background noises, the caller's tone of voice, and the caller's speech pattern.

**Ask caller the following questions and write down their responses:**

- WHO are you and who placed the bomb?
- WHAT kind of bomb is it and what does it look like? What will cause it to explode?
- WHEN will the bomb explode?
- WHERE is the bomb?

- Note accent, age, length of call, number, time, date.
- Ask the caller to repeat their message.
- Immediately call 911 and your manager or supervisor.
- Your supervisor will determine if evacuation is necessary.

## A WRITTEN THREAT

- Remain calm.
- Immediately call 911 and your manager or supervisor.
- If there is a package, once discovered, do not touch, move, or open it.
- Preserve the scene for police and move all personnel to a safe location..
- Keep others from handling or going near package.
- First responders or your supervisor will determine if evacuation or sheltering in place is necessary.

**IMPORTANT NOTE: DO NOT PULL FIRE ALARM.** This may disable the elevators, which are needed for evacuation purposes.

Use **Appendix B** to help in identifying potentially dangerous packages.

# SUSPICIOUS MAIL/PACKAGES

## **WHEN IDENTIFYING SUSPICIOUS MAIL AND PACKAGES, LOOK FOR:**

- Poorly typed or hand-written address, no return address
- Stains, discolorations, or strange odor
- Excessive tape, string, or postage
- Whether or not the owner of the unattended item can be identified
- Suspicious activity around the package

Use Appendix B to help in identifying potentially dangerous packages.

## **IF YOU RECEIVE SUSPICIOUS MAIL OR SEE A SUSPICIOUS PACKAGE:**

- **REMAIN CALM.** Put letter or package down or leave it in its place.
- **DO NOT DISTURB** the package further.
- Block off the immediate work area and exit to a safe location.
- Call your supervisor and 911.
- If possible, wash your hands. Do not touch nose, eyes or mouth before washing.
- **WAIT FOR HELP;** but **DO NOT LEAVE** your workplace until Police or Fire Rescue personnel release you from the area.

## **WHAT TO DO WITH UNKNOWN POWDER SUBSTANCES:**

- Immediately upon discovery of an unknown powder substance, contact 911, a supervisor, and building security.

❖ **DO NOT PULL THE FIRE ALARM** because pulling the fire alarm could shut down the elevators.

- The Building Manager or Security Desk should shut down the heating and air conditioning systems, if possible.
- The individual who has discovered the powder and those in the immediate area will be instructed to go into an isolated office, while the others on the floor remain in place until the HAZMAT Team has released them. Then the first responders or the supervisor should determine whether to follow either option 1 or 2.

### **Option 1:**

**No Evacuation – If a little powder is spilled on a desk or on the floor inside a building, it is appropriate to:**

- Close off the area if possible (close doors but do not lock them). **No one is to enter or leave the floor.** There is no need to evacuate the building.
- Secure stairs and elevator and post with signs.
- If you have any substance visible on your clothing, immediately remove clothing (outer layer only) that might have come in direct contact with the product. If possible, place the clothing in a clear plastic bag. Seal the bag. Wash hands and face with soap and water. Await instructions from HAZMAT.

**Option 2:**

**Evacuation – If there is a powder that has clearly been aerosolized (a puff or cloud of powder has occurred), it is appropriate to:**

- Evacuate the remainder of the building. **DO NOT ACTIVATE THE FIRE ALARM SYSTEM**, unless people are showing signs of exposure (difficulty breathing, seizures, unconsciousness, etc.). Instead, notifying staff of evacuation can be accomplished by using a walk through or phone tree.
- Once outside, go to the area on the property designated for your floor as described in Evacuation Procedures for Fire. Supervisors or first responders should take roll call to determine if someone is still in the building. Remain at your designated evacuation meeting point until you have been advised by your supervisor or a first responder that it is safe to return to your building. The supervisors should be advised by the HAZMAT Team when it is safe to return to the building.
- Be sure to address mobility needs in planning for such an evacuation; employees may have existing needs or may incur such needs in the course of an emergency. Every employee should be prepared to take the necessary steps to get him or herself to safety. Be prepared with written messages, or the materials to make signs, as well.

**HAZARDOUS MATERIALS INCIDENT****IF YOU SMELL A SUSPICIOUS ODOR - *outside of the building***

- **Stay inside and shelter-in-place** (See Shelter-in-Place instructions on page 13) until an assessment of the situation is conducted. It is likely to be safer to remain inside than to evacuate because of the increased exposure to the potentially toxic environment outside.

**IF YOU SMELL A SUSPICIOUS ODOR - *inside of the building***

- If the odor is strong, offensive, irritating or causing acute illness, call 911 and security, and evacuate the area immediately as per your facility evacuation plan.

**IF YOU HAVE BEEN EXPOSED TO A DANGEROUS SUBSTANCE:**

- **Call 911.**
- Notify staff supervisor to prevent anyone else coming into contact with the chemical.
- Remove contaminated clothing and call poison control at the **Maryland Poison Center at 1-800-222-1222** for immediate advice.

**IF YOU WITNESS A HAZARDOUS MATERIAL SPILL OR ATTACK:**

- Leave the immediate area as quickly as possible and protect yourself by finding something to place over your nose and mouth.
- If you have open cuts/wounds, covering exposed skin (e.g., additional clothing such as long sleeved shirt or jacket) may help prevent bacteria from entering cuts.
- **Call 911** to report the spill / attack and notify your supervisor.
- If you are indoors and the suspected attack takes place outdoors, remain inside unless told otherwise by authorities.
- Know where emergency equipment, such as fire extinguishers and stair chairs are kept, in case visibility is compromised.

# **FIRE/SMOKE**

## **IF YOU DETECT SMOKE OR FIRE:**

- Immediately pull the nearest fire alarm.
- Evacuate to a safe place.
- **Call 911** to report the location of the fire. Be specific with the location of the building. 911 may not automatically ascertain your address.

## **IF YOU HEAR (OR SEE) A FIRE ALARM:**

- Immediately evacuate the area using marked emergency exits.
  - Do not use elevators.
  - Do not waste time by gathering your belongings, but whenever possible, try to take prescriptions and / or medical devices with you.
  - Individuals requiring evacuation assistance should go to the designated area for rescue assistance on their floor and await further instructions. Be sure to determine this area before an emergency strikes.
- Remain calm. Walk, do not run.
- Close but not lock, doors as you leave, and exit through the nearest door.
- Go to the designated Primary Assembly Area assigned in your evacuation plan, and report to your supervisor or anyone calling roll for your area.
- If all exits from a floor are blocked, return to your work area and:
  - Call 911 to tell them you cannot leave, and telling them specifically where you are.
  - Close the door and place a towel or article of clothing along the bottom edge of the door.
  - If possible, open the windows for fresh air and hang an article of clothing or place a sign on the window. This will let the fire department know that you are still in the building.
  - If an employee in the office is not able to open a window, then place a brightly colored sign on the window (facing outward) with the word **HELP**.

---

## **MEDICAL EMERGENCY**

## **IF THERE IS A MEDICAL EMERGENCY:**

- Call 911 and provide the dispatcher with:
  - The specific location of the patient and their age (if known);
  - The nature of the injured person's illness or injury; and
  - Your name and phone number.
- Remain on the line to answer any questions.
- Immediately ask a nearby co-worker to direct rescue units to your location.
- **DO NOT** attempt to move an injured person unless you have been trained.
- If employees have preexisting medical conditions, they should keep a list of their prescriptions and doctors on their persons.

## FLOOD EMERGENCY

### IF THERE IS A FLOOD EMERGENCY:

- **DO NOT ENTER A FLOOD AREA** as hazards beyond slipping on a wet floor exists. There is clear danger of electrical shock, being hit by falling debris, and encountering hazardous materials.
- Remove people from the immediate flood area to safety.
- If it is safe to do so, protect equipment and documents from water damage.
- Report the flood to Operations and Maintenance at 240-777-5399 or call 911 if flood waters are rising or have blocked entry or exit to the facility.

#### Report with the following information:

Where are you (building name, which floor, what room)?  
 Where is the flood?  
 What do you see (water coming from above, the color of the water, whether the water is hot or cold, and the source of the water, if it is visible)?  
 What known hazards exist to first responders?

- Follow any instructions provided to you by Operations and Maintenance or emergency personnel. Instructions should be provided both orally and in writing.
- Advise first responders of known hazards and critical equipment that needs to be protected if possible.
- ❖ **DO NOT RE-ENTER THE FLOOD AREA** unless and until you are asked to do so and are escorted by Maintenance personnel or first responders.

## WORKPLACE VIOLENCE

### WHEN CONFRONTED WITH WORKPLACE VIOLENCE:

- **DO NOT confront the perpetrator.**
- If you observe an individual with a firearm, and you are able to do so, you should leave the area immediately.
- Immediately call 911 and contact County Security (240 777-6161) and notify them of the incident location, description of assailant, any injuries, any type of weapon, number of hostages (if appropriate) and any other pertinent information.

#### If possible, give a description of the assailant:

- Approximate height, weight and hair color
- Sex and ethnicity
- Facial features and identifying marks
- Clothes description

- Follow directions for evacuation of the area or building. **DO NOT** re-enter an area until given clearance. Injured individuals should be kept calm and given first aid assistance as soon as possible.

# Shelter in Place

In certain emergency situations, it may be safer to shelter-in-place within the building instead of evacuating. Shelter-in-place means selecting a small, interior room, with few or no windows, and taking refuge there. If you are told to shelter-in-place and you have not received prior instructions, follow the instructions provided below: **(SEE APPENDIX C FOR ASSISTANCE IN CREATING YOUR OWN WORKPLACE PREPAREDNESS KIT)**

## **HOW TO SHELTER-IN-PLACE AT WORK:**

- Close the office, bring everyone into the room(s), and shut and lock door(s) and windows.
  - If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. There should be a method (e.g., a whiteboard and marker) for writing this information, or otherwise communicating it to people with hearing impairments.
  - Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Select interior room(s) above the ground floor with the fewest windows or vents. If possible, consult with a Fire and Rescue HAZMAT expert about when to move to higher floors in a building and when to stay on the lower or ground floor. Some airborne substances stay low to the ground while others move higher above the ground.
  - The room(s) should have adequate space for everyone to sit. Avoid overcrowding by selecting several rooms, if necessary.
  - Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select, because cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Call emergency contacts and have the phone available if you need to report a life-threatening condition.
- If the office has voice mail or an automated attendant, change the recording to indicate that the office is closed, and that staff and visitors are remaining in the building until authorities advise that it is safe to leave.
- Write down the names of everyone in the room and note their affiliation with your office (e.g. employee, visitor, client or customer); call your office supervisor with this information.
- Keep listening to the radio or television, if available, until you are told that all is safe or that you should evacuate.
- **DO NOT** use elevators. The movement of elevators pumps significant amounts of air in and out of a building

## **Evacuation of Employees with Functional Needs**

Employees may want to disclose voluntarily if they need any assistance to evacuate. You may share this information with supervisors, coworkers, building security, and others who may be able to assist you in a safe evacuation.

Employees should take the necessary steps to prepare for an evacuation, such as practicing the evacuation route, directing Reasonable Accommodations requests to the Disabilities Manager within Montgomery County Occupational Medical Services at (240) 777-5045.

### **Non-Ambulatory Personnel:**

**If no smoke or fire is on that floor,** non-ambulatory employees should be assisted to an area just outside a stairwell landing. Call 911 to alert first responders to your location, tell dispatchers the reason you cannot evacuate, and remain in this location for evacuation or further instructions by first responders. **If there is smoke or fire on that floor,** the person should wait inside the stairwell or an evacuation chair can be used to assist persons out of building. This change of conditions if perceived to be life threatening is an indication to call 911 and let the dispatcher know of the imminent danger and change of conditions.

### **Semi-Ambulatory:**

Semi-ambulatory personnel may choose to wait in a stairwell for fire department personnel to assist them or may ask co-workers for assistance in descending the stairs. In these instances, it is important to inform the fire department personnel of this decision by calling 911. If the decision is to wait, then remain in that location. If there is smoke or fire, semi-ambulatory employees should at least attempt to get down two floors – provided you are not moving closer to the fire. If no smoke or fire is on the lower floor, you should step out of the stairwell and wait for assistance.

### **Visual Impairment:**

As with other employees with functional needs, employees with visual impairments should make any Reasonable Accommodation requests and should be prepared with whatever personal equipment they need to get to safety. If you depend on a cellular telephone program that projects, or “reads” text messages aloud, and you are relying on Alert Montgomery for information, be sure to keep your phone charged and on your person. Alternatively, you may choose to ask a co-worker to read something aloud. It may be useful to ask this of a co-worker before an emergency strikes.

### **Deaf or Hard of Hearing:**

Employees who are deaf or hard of hearing may be able to see a visual alarm, depending on its placement. If so, these employees can evacuate with others. If there is no visual alarm nearby, co-workers and supervisors should notify the employee personally by using a note, using hand gestures or communicating by lip reading. Get the employee's attention, maintain eye contact, keeps hands and other objects away from your face and speak directly to the individual in a normal volume and at a moderate pace. Supervisors and Floor Wardens should check in restrooms, conference rooms, copy rooms and kitchens for deaf or hard of hearing employees or clients.

Always ask if the person with a disability needs assistance and the best way/technique to assist.

# Emergency Information and Contacts

**IF YOU ARE EXPERIENCING A TRUE EMERGENCY,  
PLEASE CALL 911**

County Security	240 777-6161
Crisis Center (24/7)	240-777-4000
Montgomery County Office of Emergency Management and Homeland Security	240-777-2300
Non-Emergency Fire	240-683-6520
Non-Emergency Police	301-279-8000
Public Health Services Disease Control	240-777-1755
Facilities Management	240-777-5399
Montgomery County Information	311

For translation services, including services for deaf and ESL employees, please see Montgomery County's website for Limited English Proficiency (LEP) resources:  
<http://www.montgomerycountymd.gov/leptmpl.asp?url=/Content/exec/lep/resource.asp>

**External Language Resources** are contractors who provide translation or interpretation services.



## **Telephone Interpretation Services (LLE-LINK) — User Guide | Quickguide**

Montgomery County's current telephone interpretation vendor is LLE-Link to all county departments. An access code is needed to use the service. Please ask your Department Liaison for the code or contact Paula Hite Le Duigou at 877.405.8764 x210 or [phite@lle-inc.com](mailto:phite@lle-inc.com) to obtain the access code.



## **Language Assistance Vendors**

The County contracts with three Language Assistance vendors to provide either telephone, in-person interpretation or written translation for departments and agencies. Click the link above to contact any of the three vendors.

Contractors for “On-site/ Face-to-Face Interpretation”:

**Lionbridge Global Solutions II, Inc.**

To establish an account: send your department's complete billing information and purchase order to both Jeff Sewell, Financial Manager, [jeff.sewell@lionbridge.com](mailto:jeff.sewell@lionbridge.com) (202-741-4012), and Abigail Oesterling, Program Manager, [abigail.oesterling@lionbridge.com](mailto:abigail.oesterling@lionbridge.com) (202-652-4597).

To request an interpreter: email [stateofmaryland@lionbridge.com](mailto:stateofmaryland@lionbridge.com).

Contractors for “Translation Services of written material”

**Schreiber Translations, Inc.**

To establish an account, send your department's complete billing information and purchase order to both Nancy Der, Director of Finance, [nder@schreibernet.com](mailto:nder@schreibernet.com) (301-424-7737, ext. 124) and David Evseff, Translations Manager, [devseff@schreibernet.com](mailto:devseff@schreibernet.com) (301-424-7737, ext. 125) To request translation service, [translation@schreibernet.com](mailto:translation@schreibernet.com)

For Sign language services call the ADA Office at 240-777-6197 (TTY 240-777-6196).

## Communication Tools

- **Language ID Boards:** The Language Identification board is a desk-top tool to help staff in a face-to-face situation to identify which language the LEP person speaks. The Language ID board lists the most frequently used languages in Montgomery County.
- **Wallet cards for telephone interpretation:** The wallet cards are for staff such as police officers and inspectors who need to access the telephone interpretation in the field. Please contact [LEP@montgomerycountymd.gov](mailto:LEP@montgomerycountymd.gov) to request cards.

### **Contacts:**

For Bilingual Testing, Certification and Staff Training:  
Joe Heiney-Gonzalez, OHR at 240-777-5070

For Contracting and Vendor Issues:  
HHS, Aizat Oladapo, 301-565-7469

For General Language Access Issues of Policy:  
[LEP@montgomerycountymd.gov](mailto:LEP@montgomerycountymd.gov) or Lily Qi, 240-777-2524.

**You can listen to the following radio and television stations to hear the latest emergency related information:**

#### ▪ **Radio Stations:**

1. WMAL 0630 AM
2. WTOP 1500 AM & 103.5 FM
3. WWRC 1260
4. WKYS 93.9

#### ▪ **Televisions Stations:**

1. NBC / WRC 4
2. Fox 5
3. WJLA 7
4. News Channel 8
5. WUSA 9
6. Montgomery County Cable Channel 6

**(You can ALSO receive information directly to your personal communication devices by signing up with Alert Montgomery and MCEN discussed on Page 1.)**



## Helpful Websites

Montgomery County Office of Emergency Management and Homeland Security: [www.montgomerycountymd.gov/oemhs](http://www.montgomerycountymd.gov/oemhs)

American Red Cross: [www.redcross.org](http://www.redcross.org)

Centers for Disease Control Public Health Emergency Preparedness: [www.bt.cdc.gov](http://www.bt.cdc.gov)

Federal Emergency Management Agency: [www.fema.gov](http://www.fema.gov)

Maryland Emergency Management Agency: [www.mema.state.md.us](http://www.mema.state.md.us)

U.S. Department of Homeland Security: [www.ready.gov](http://www.ready.gov)

Montgomery County Public Schools: [www.mcps.k12.md.us/info/emergency/](http://www.mcps.k12.md.us/info/emergency/)

National Weather Service: [www.nws.noaa.gov](http://www.nws.noaa.gov)

Montgomery County Division of Fire and Rescue Services: <http://www.montgomerycountymd.gov/fire/rescue/index.asp>

Montgomery County Department of Police: <http://www.montgomerycountymd.gov/police>

U.S. Department of Justice, Civil Rights Division: Disability Rights Section: <http://www.dhs.gov/index.shtm>

The National Organization on Disability, Emergency Preparedness Materials: [http://www.nod.org/research\\_publications/emergency\\_preparedness](http://www.nod.org/research_publications/emergency_preparedness)

Disability.gov – Federal government website: [www.disability.gov](http://www.disability.gov)

Job Accommodation Network, Emergency Evacuations: <http://askjan.org/media/emergency.html>







# APPENDICES



# APPENDIX A

## BOMB THREAT PHONE CALL CHECKLIST

Exact time of call: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

Sex of caller: \_\_\_\_\_ Approximate age of caller: \_\_\_\_\_

### Questions to Ask:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

### Caller's Voice (circle)

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If the voice is familiar, whom did it sound like? \_\_\_\_\_

Were there any background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

Person receiving the call: \_\_\_\_\_

Telephone number call received \_\_\_\_\_ Date \_\_\_\_\_

Notify Supervisor: \_\_\_\_\_

Activate \*57 to **"Trace"** last caller's phone number.

# APPENDIX B

## How to Identify Suspicious Packages

*(Advisement from Montgomery County Fire and Rescue Service  
Bomb Squad)*

Please review the following classification descriptions in order to determine that status of a particular package.

**Unattended Items:** An unattended item is just that – an item with no associated threat(s). If the package has no obvious indicators of a bomb and it appears to be consistent with the environment (carry-on bags, etc.) and commercially produced (not homemade or improvised), it is probably an unattended item.

**Lost/Recovered Items:** Generally you will not know if the item is stolen or lost, however, the location (trash can/stolen-disposal or unconcealed electronics lost/recovery) or the fact that it is not altered or improvised can indicate that a package is simply a lost or stolen item.

**Suspicious Package:** An item may be deemed not Unattended or a Lost/Stolen/Recovered item due to multiple suspicious indicators, including: Location specific to large gathering, main portals etc., suspicious outward appearance, threat message received, intelligence was received, and observed suspicious activities/furtive conduct etc.

# APPENDIX C

## GUIDE TO YOUR PERSONAL WORKPLACE EMERGENCY KIT

**Instructions:** In the event of an emergency at the workplace, you may be required to be confined for several hours. One solution to prepare for the unknown is to create a Personal Workplace Emergency Kit. Personal Workplace Emergency Kits are designed to meet critical needs during the first hours after an emergency.

The following supplies are recommended for your Personal Workplace Emergency Kit:

---

### WATER

Keep available at least one gallon of water per person per day (or more). Keep additional water on hand if you are on medications that require water or that increase thirst. Water should be stored in plastic containers such as soft drink bottles. You should avoid using containers that will decompose or break, such as milk cartons or glass bottles.

If you have questions about the quality of the water, purify it before drinking. You can heat water to a rolling boil for 10 minutes or use commercial purification tablets to purify the water. As a last resort measure, 1/2 tablespoon of chlorine bleach per gallon of water will work as well.

---

### FOOD

There should be enough non-perishable food to sustain you for at least one day (three meals). Select foods that require no refrigeration, preparation, or cooking, and little or no water. The following items are suggested:

- Ready-to-eat canned meals, meats, fruits, and vegetables;
- High-energy foods, such as granola bars, energy bars, etc;
- Foods for infants, elderly persons, or persons on special diets, as appropriate;
- Comfort/stress foods—cookies, hard candy, sweetened cereals, lollipops, instant coffee, or tea bags.
- Optional Items: canned juices, Vitamins, crackers,

## **FIRST AID SUPPLIES**

If your employer does not provide first aid supplies, you should have the following:

- Bandages, various sizes
- Sterile dressing
- Germicidal hand wipes or waterless alcohol-based hand sanitizer
- Latex gloves
- Cleaning agent/soap
- Adhesive tape, 2" width
- Anti-bacterial ointment
- Cold pack
- Scissors (small, personal)
- Tweezers
- CPR breathing barrier, such as a face shield
- Ant-acids, aspirin/Ibuprofen

---

## **MEDICATIONS**

You should include usual non-prescription medications that you take, including pain relievers, stomach remedies, etc. If you use prescription medications, keep at least a day's supply of these medications at your workplace. Consult with your physician or pharmacist on how these medications should be stored and inform your employer of any storage concerns.

---

## **FLASHLIGHT**

You should have a flashlight with extra batteries to find your way if the power is out. **Do not use candles or any other open flame.**

---

## **TOOLS AND SUPPLIES**

The following tools and supplies should be included in your disaster kit:

- Emergency "space" blanket (Mylar);
- Paper plates and cups, plastic utensils;
- Manual can opener;
- Commercial purification tablets;
- Personal hygiene items, including a toothbrush, toothpaste, comb, brush, soap, contact lens supplies, and feminine supplies;
- Plastic garbage bags with ties;
- Battery-operated radio and batteries;
- Change of clothing and footwear, including a long sleeve shirt and long pants, as well as closed-toed shoes or boots; and
- If you wear glasses, keep an extra pair with you.





"This document was prepared under a grant from FEMA's Grants Programs Directorate, U.S. Department of Homeland Security. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA's Grants Programs Directorate or the U.S. Department of Homeland Security".